

APPENDIX C
State of Indiana Office of Medicaid Policy and Planning
Hoosier Healthwise Quality Strategy
Summary of CAHPS Survey, Measurement Years 2004-2006

Since measurement year 2003, OMPP has required MCOs and the PCCM program to conduct a member satisfaction survey, and since 2004, OMPP has required the MCOs to administer the official NCQA CAHPS 2005 survey tool. OMPP uses the CAHPS results to analyze the Hoosier Healthwise program from a member's perspective and to assess how well health plans are meeting their members' expectations.

Composite Summary Rates are overall scores for each composite, or group of survey questions addressing the same issue. Composite Summary Rates represent the percentage of respondents who answer the questions in each composite in the most positive way. Global Rating Questions address members' overall satisfaction with their providers, health care and health plan. The summary rates for these questions represent the percentage of respondents who were most satisfied.

In the tables below, this Appendix summarizes the adult and child Composite Summary Rates and Global Rating Questions rates and trends for measurement years 2004, 2005, 2006.

Table 1: 2003 - 2005 Adult CAHPS Composite Summary Rates and Global Rating Questions

	Category	2004 MDwise	2005 MDwise	2006 MDwise	2004 MHS	2005 MHS	2006 MHS	NCQA 2005 All Plans Mean
Adult Composite Summary Rates²	Getting Needed Care¹	71.0%	74.9%	75.5%	77.9%	72.9%	80.8%	N/A
	Getting Care Quickly	69.1%	77.7%	80.0%	72.3%	79.4%	81.2%	80.6%
	How Well Doctors Communicate	83.9%	83.4%	86.6%	86.5%	83.4%	84.2%	86.0%
	Courteous and Helpful Office Staff	84.3%	87.9%	N/A ²	85.7%	85.5%	N/A	N/A
	Customer Service¹	58.8%	69.4%	66.0%	67.7%	67.9%	63.1%	N/A
	Shared Decision Making	N/A	N/A	92.6%	N/A	N/A	90.5%	N/A
	Health Promotion and Education	N/A	N/A	58.2%	N/A	N/A	52.0%	N/A
	Coordination of Care	N/A	N/A	70.4%	N/A	N/A	78.1%	N/A
Adult Global Rating Questions	Rating of Personal Doctor	68.1%	76.3%	73.7%	77.7%	72.9%	72.2%	77.0%
	Rating of Specialist	68.5%	69.5%	79.0%	85.1%	74.4%	78.4%	75.9%
	Rating of Health Care	64.6%	71.1%	62.7%	65.8%	68.3%	64.3%	72.9%
	Rating of Health Plan	68.5%	72.6%	73.0%	66.3%	65.0%	65.6%	72.0%

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Table 2: 2003 - 2005 *Child* CAHPS Composite Summary Rates and Global Rating Questions

	Category	2004 MDwise	2005 MDwise	2006 MDwise	2004 MHS	2005 MHS	2006 MHS	2005 NCQA Mean
Child Composite Summary Rates	Getting Needed Care	81.3%	83.6%	79.8%	79.3%	84.3%	78.5%	79.4%
	Getting Care Quickly	78.2%	82.1%	78.0%	77.1%	82.1%	79.4%	78.9%
	How Well Doctors Communicate	89.0%	93.3%	92.0%	89.0%	92.1%	91.3%	91.1%
	Courteous and Helpful Office Staff	89.4%	93.6%	91.4%	89.1%	91.3%	92.5%	91.8%
	Customer Service	68.8%	72.1%	72.5%	69.1%	65.8%	70.7%	70.2%
Child Global Rating Questions	Rating of Personal Doctor	78.9%	85.1%	82.8%	78.5%	77.8%	77.3%	82.7%
	Rating of Specialist	77.3%	80.9%	80.3%	78.1%	84.1%	77.3%	79.2%
	Rating of Health Care	78.1%	83.5%	84.8%	80.8%	84.3%	81.7%	82.5%
	Rating of Health Plan	77.6%	83.2%	79.9%	76.1%	77.1%	82.5%	80.1%

Notes:

The Getting Needed Care and Customer Service composites registered significant changes in response options for 2006 and cannot be compared to rates for previous years.

N/A indicates a composite that was either discontinued in 2006 (Courteous and Helpful Office Staff) or a composite introduced in 2006 (Shared Decision Making, Health Promotion and Education, Coordination of Care).

Grey shaded cells indicate a decrease in CAHPS rates compared to 2005; red bold indicates a decrease from the previous measurement year.